

Course Overview:

This training seminar is designed to give delegates a better understanding of the 'people skills' and 'individual skills' which are needed in a business environment and which can help them develop their existing competencies into superior skills.

Course Objective:

- Have a better understanding of personality, self and others' behaviour
- Improved self-belief and self-confidence
- Have an understanding of how others achieve their objectives and of the importance of networking
- Gain useful tips for achieving superior performance in their supporting role
- Exposure to a range of tried, tested and proven approaches which can be tailored and modified to suit individuals and their respective organizations

Course Outline:

- Developing Core Skills for Administrators and Secretaries
- How to Remember Things
- Strategies for Improving Communications with "Difficult" People
- Giving and Receiving Feedback
- Identifying and Dealing with Time-wasters
- Handling Interruptions (how to protect your productive time)
- Planning (what you have to do)
- Prioritisation (what you must do first)
- Making a Presentation
- Thinking and Working in Teams
- Mind Mapping
- Problem Solving and Decision Making
- Managing Meetings

Who Should Attend:

- Secretaries and Administrative Support Personnel needing to develop superior performance in their working environment, Senior Personal Assistants, Senior Secretaries

Training Language:

Eng/Ar

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation